

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Annual Statewide Performance Report Narrative

December 1, 2025

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I. WAIVERS

A. Waivers in place for at least one program year

Waiver of the requirement to expend 75% of Governor's reserve and local formula youth funds on Out-of-School Youth (OSY)

Youth Waiver

In Program Year (PY) 2024, New York State (NYS) received continued approval through PY 2025 for a United States Department of Labor (USDOL) waiver to support workforce development: Waiver associated with the requirement at Workforce Innovation and Opportunity Act (WIOA) Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75 percent (75%) of Governor's reserve and local formula youth funds on OSY. This waiver allows NYS to lower the expenditure requirement for both Governor's reserve and local funds to 50 percent (50%) for OSY and addresses an increase in local need to provide targeted programs for In-School Youth (ISY) services, and allows Local Workforce Development Boards (LWDBs) to invest in preventative strategies and address the myriad current needs within the ISY population.

Rapid Response Waiver

In PY 2024, NYS received approval for a USDOL waiver to support workforce development: Waiver of the requirements of WIOA Sections 133(a)(2) and 134(a)(2)(A) to allow flexibility to use up to 50 percent (50%) of funds reserved by the Governor to provide Statewide rapid response activities under WIOA Section 134(a)(2)(A) to also provide Statewide employment and training activities in the first year of funding availability in PYs 2024, 2025, and 2026.

B. Progress toward achieving the intended results, goals and performance outcomes

Youth Waiver

This waiver allows the New York State Department of Labor (NYSDOL) and LWDBs the ability to focus more State-level and local formula youth funds on the provision of services to ISY and on:

- Increased attainment of Measurable Skill Gains (MSG), especially educational credentials such as high school diplomas;
- Decreased high school dropout rates;
- Increased participation in occupational skills training and work experience opportunities;
- Increased industry-recognized credential gains;
- The expansion of program outreach to middle school students to plant the seeds for career success; and
- Increased collaboration with partners to align workforce programs and promote trades, both generally and for women in trades.

Rapid Response Waiver

This waiver allows NYSDOL to focus additional funding on Adult Priority of Service (APoS) customers, who had a Statewide increase in positive outcomes from 8,811 (47.6%) in PY 2023 Quarter 4 (Q4) to 10,968 (58.7%) in PY 2024 Q4, 8.6% above the federal requirement of 50.1%.

There was also significant expansion in Registered Apprenticeship Programs (RAPs) under this waiver. In PY 2024, 51 new sponsors and 99 new programs were approved, and 4,220 apprentices were enrolled, earning a total of 3,041 certificates. The Apprenticeship Expansion Grant (AEG-4) closed after awarding a total of \$4,253,441.61 for 317 trainees and the Direct Entry Pre-Apprenticeship (DEPA) program awarded \$2,536,500 for 436 trainees.

Due to this waiver, NYS was also able to serve 6,641 customers with disabilities in PY 2024, with 6,169 of those individuals receiving core and intensive services and 277 completing Career Pathways training.

C. Impacts on State and Local Area performance outcomes

Youth Waiver

This waiver had a positive impact on NYS and local area performance outcomes. NYS achieved 133.5% (69.4%) of its PY 2024 Youth MSG goal of 52%, with 3,440 positive outcomes. Likewise, NYS achieved 114.5% (64.1%) of its PY 2024 Youth Credential Attainment of 56%, with 1,741 positive outcomes.

Rapid Response Waiver

This waiver allowed NYS to use rapid response funding to award performance incentive grants to LWDBs who met or exceeded their annual PY negotiated performance goals.

Performance outcomes for Dislocated Workers (DWs) have also remained excellent under this waiver; the Employment Rate 2nd Quarter After Exit indicator had 60,821 positive outcomes and achieved 103.3% (65.6%) of the State goal of 63.5%, and the Employment Rate 4th Quarter After Exit indicator had 70,572 positive outcomes and achieved 105.8% (68.3%) of the State goal of 64.5%.

D. Any available quantitative information

Youth Waiver

In addition to improvements in NYS and local area performance outcomes, Statewide ISY enrollments remained stable with the waiver, enrolling 2,746 participants in PY 2023 and 2,707 in PY 2024.

Rapid Response Waiver

The NYS Unemployment Insurance (UI) rate has continued to decline during this waiver with UI Initial Claims falling from 21,504 during the week ending July 6, 2024, to 15,957 during the week ending June 28, 2025, and the total weekly UI beneficiaries falling from 117,263 for the UI benefit week ending July 6, 2024, to 110,819 for the UI benefit week ending June 28, 2025.

E. Waivers in development/awaiting review

NYS did not have any additional waivers in development or awaiting review in PY 2024.

II. EVALUATIONS

A. Current or Planned Evaluation and Related Research Projects and Reports

NYS DOL produces several weekly, quarterly, and monthly reports designed to evaluate the programs, initiatives, and solicitations implemented under WIOA Titles I and III in NYS, and currently has one (1) formal evaluation in process.

1. Methodologies used

NYS DOL has placed a priority on embedding a customer service focus into the service delivery model for both job seekers and businesses. The programs offered to job seekers in the Career Centers all follow a continuous engagement model, whether that be in-person, virtually, or via a hybrid approach. Continuous engagement and individualized case management allow staff to provide the necessary services to customers while giving them multiple opportunities to provide feedback, which leads to customer satisfaction. Staff are evaluated on the services provided to their customers and Career Center Managers

use individual level performance data to provide consistent feedback. This ensures customers receive the necessary services to help them reach their employment and training goals.

For NYSDOL's implemented solicitations, monitoring provides an evaluation on whether the program is being implemented as planned and if the activities and methods used are appropriate for achieving the desired outcomes. This helps identify areas where improvements can be made to the program's delivery and implementation, and technical assistance can be provided as needed. Evaluations also assess the effectiveness of the program in terms of measuring the outcomes of participants and whether the changes in the participants' outcomes are a result of the program's activities.

2. Efforts to coordinate the development of projects

In December 2022, NYS and Connecticut completed customer enrollment for a joint Reemployment Services and Eligibility Assessment (RESEA) impact study that evaluates the outcomes of three (3) separate treatment groups/intervention strategies against a control group. Both states have sent their preliminary enrollment data to the evaluator, SUNY Rockefeller, for initial review. Therefore, unemployment claim duration, employment outcomes, and other outcome data for program participants are not yet available for this study. Program participant selection was randomized and inclusive of all profile scores. Selection began at a score of 100 and worked down to 0 or until office capacity was met. For the participating offices, 20% of customers were assigned to a control group that did not receive any RESEA appointments. The study results will indicate whether claimants who received multiple RESEA appointments have better employment outcomes than claimants who received no RESEA services or just an initial RESEA appointment and a comprehensive job search workshop.

3. A list of completed evaluation and related reports and electronic public links

NYSDOL also actively operates several federally funded grants. Programmatic narrative reports are submitted on a quarterly basis describing project activities related to grant goals and objectives. NYSDOL leadership also receives narrative reports on State-level projects. The federal grants and State-level projects, as well as the information submitted in the reports, include, but are not limited to:

- **The New York Employment Transition Models (NY ETM) Demonstration Grant**

Quarterly reports include a summary of key accomplishments; program planning and partnerships; employer engagement strategies; project implementation of required element and optional approaches; progress toward grant goals; data management; technical assistance; and financial reporting. As a requirement of the ETM grant, NYSDOL has also agreed to work with an evaluation contractor, Abt Global, Inc., who will be conducting an independent evaluation of the federal ETM grant projects beginning in PY 2025, which will include implementation, outcome, and customer experience studies gathered through participant and staff interviews/surveys;

- **The New York Partnerships for Reentry Opportunities in Workforce Development (NY PROWD)**

Quarterly reports include a summary of grant activities; progress toward grant goals; development and implementation of effective practices and program model strategies; matched/leveraged resources; strategic partnerships; employer engagement; key issues and technical assistance needs; significant activities, accomplishments, and success stories; and evidence and evaluation;

- **New York Systems Change and Inclusive Opportunities Network (NY SCION)**

Quarterly reports include a summary of grant progress including participants served; business engagement activities; challenges and successes; total grant allocations; and accrued expenditures;

- **Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Worker Grant (NDWG)**

Quarterly reports include a summary of grant progress including total expenditures; challenges and concerns; key issues and technical assistance needs; and significant activities, accomplishments, and success stories. Internal bi-weekly reports are also compiled by NYSDOL staff and reviewed to track grant progress;

- **Jobs for Veterans State Grants (JVSG)**

The report includes information about outlays, expenditures, and obligations related to the budget; staffing expenses; performance goals and outcomes; the individualized career services rate for JVSG staff; services to non-veterans rate; staffing changes and vacancy information; and best practices for the Hire a Veteran Medallion Program;

- **NYSDOL Teacher Residency Program (TRP)**

Quarterly and annual reports are submitted to Empire State Development (ESD) and include accomplishments/successes; challenges impacting the program; and participant data for enrollment and program completion;

- **RESEA**

This quarterly report includes a summary of how many customers were scheduled for and completed mandatory reemployment services meetings with Career Center staff in comparison to the annually projected goals; and

- **Education Stabilization Fund-Reimagine Workforce Preparation (ESF-RWP) U.S. Education Department Grant**

This quarterly report includes a narrative of short-term trainings offered to participants; impactful supportive services; and credentials earned. In addition to the narrative quarterly report, ESF-RWP State partners also submit participant data information every quarter that includes the total number of enrolled participants, total number of participants who completed training, credentials earned, and income 2nd quarter after exit.

4. State efforts to provide data, survey responses, and timely site visits for evaluations

NYSDOL continuously reviews records and monitors the RESEA program to ensure services meet the requirements of the RESEA grant, identify training needs, promote best practices, and address issues that may affect service quality or program performance or compliance.

As indicated above, for NYSDOL's federally funded grants, reports are submitted on a quarterly basis which can include providing implementation, outcome, and customer experience studies gathered through participant and staff interviews/surveys; the numbers of participants served; total grant allocations; total accrued expenditures; participant data for enrollment and completion of the program; and/or the number of credentials earned.

5. Continuous improvement strategies

In PY 2024, NYS introduced a new component to enhance the quality of services offered during RESEA appointments; the NYS Career Center Academy, which provides intensive, interactive, and standardized employment services training for all new RESEA staff at NYS Career Centers. The purpose of this training is to equip staff with the essential foundational skills needed to deliver consistent and high-quality RESEA services to customers.

Using the outcomes provided by the weekly, quarterly, and monthly reports designed to evaluate the programs, initiatives, and solicitations and desk and site reviews conducted, NYSDOL's Grants Administration Team and Program and Fiscal Monitors can monitor and analyze the progress being made identifying areas of concern and in need of improvement, then offering technical support as needed.

6. Planned timelines for completion and publication of evaluations

To assist with the assessment of the NYS and Connecticut RESEA impact study, NYS has contracted with SUNY Rockefeller to evaluate the impact of mandatory RESEA Career Center appointments and reemployment services on customer outcomes. These outcomes are measured by analyzing participants' reemployment rates after the 2nd quarter of program exit, median earnings in the 2nd quarter after program exit, and overall UI benefit duration. The participant enrollment process was completed in December 2022, data has been transferred to the evaluator, and analysis is in progress, with a formal report to be published in 2026 summarizing the study results.

III. CUSTOMER SATISFACTION

A. The State's approach to customer satisfaction

NYSDOL's approach to customer satisfaction has historically been to allow LWDBs to implement their own processes catered toward their local area and the populations being served through Career Center Certification, which is required every three (3) PYs under WIOA. Career Center Certification most recently occurred in early PY 2023 and to date, all 33 local areas have been fully certified with all 33 indicating they have a customer feedback process in place.

In late PY 2023, NYSDOL collaborated with the State Workforce Investment Board's (SWIB) Strategic Investments and Evaluation Committee (SIEC) on a Statewide approach to customer satisfaction. Four (4) Customer Satisfaction surveys were developed to assess both business and job seeker satisfaction with the services they receive Statewide. The surveys consist of one (1) for businesses and three (3) separate surveys specific to different types of job seekers. These surveys were sent out in early PY 2024, and results were shared with Committee members. NYSDOL now has a Survey Unit under the Policy, Strategy, and Research (PS&R) Division that can support the development and implementation of satisfaction surveys as required by WIOA. NYSDOL is determining how to receive a larger response rate, survey customers timelier, and utilize demographic information already on file. These surveys will be distributed annually to continuously assess customer satisfaction.

1. The state's methodologies

NYSDOL places a priority on embedding a customer service focus into the service delivery model for both job seekers and businesses through a continuous engagement model. The Statewide Customer Satisfaction surveys for both businesses and job seekers aims to assess their level of satisfaction with the services they receive from the Career Centers and staff. The job seeker survey consists of three (3) separate surveys – (1) mandatory appointments; (2) self-service (not mandatory); and (3) walk-ins (not mandatory), and the business survey consists of one (1) survey. Each of the surveys asked questions related to the location of the business or job seeker within NYS, specific services obtained, and overall satisfaction with those services. Each survey also allowed customers to submit free form comments. The results of the surveys provide the SWIB, NYSDOL, and the local areas with valuable feedback that will be used for continuous services improvement to both customer types.

2. The number of individuals/employers who were provided customer satisfaction

Overall, the Customer Satisfaction surveys were sent to 275,128 contacts, resulting in 4,499 responses. Job Seeker Walk-In was the largest group, with the survey sent to 122,652 individuals, yielding 1,660 responses. The Job Seeker Mandatory Appointment group had the second-largest distribution, with 91,963 contacts surveyed and 1,996 responses. The Business survey, sent to 37,830 contacts, resulted in 617 responses and the Job Seeker Self-Service group was sent to 22,683 individuals with 226 responses. Staff is working with the PS&R Survey Unit to improve the response rate for future versions of the survey and what new or additional questions may help.

3. The results and whether the results are generalizable to the population of customers

The survey results demonstrate strong positive feedback across all service areas. The Business segment reported the highest satisfaction, with 83% rating service as good, great, or excellent, and nearly 75% indicating their expectations were met or exceeded. Similarly, over 67% of businesses gave an overall satisfaction score of 8 or above on a scale of 1 to 10.

Among Job Seekers, the Mandatory Appointment channel showed the strongest results, with over 65% rating satisfaction as 8 or above, and nearly 70% saying they are likely to recommend or reuse the services. The non-mandatory channels, Self-Service and Walk-In, were consistent with nearly 50% in both groups rating satisfaction as 8 or above, and over 60% indicating a likelihood to recommend or reuse Career Center services. Overall, the data points to a high level of customer satisfaction and a significant willingness for users to return to, and recommend, services.

4. Description of any continuous improvement processes

NYSDOL is committed to providing top-notch services to our customers, making significant strides in enhancing our offerings. Our new Workforce Scheduler system allows customers to schedule and reschedule appointments at their convenience. This innovative platform provides flexibility and streamlines communication, ensuring timely reminders and notifications.

NYSDOL is also leveraging cutting-edge technology, including virtual reality headsets, to offer customers an immersive way to explore various careers. These virtual reality experiences are available throughout the State, allowing job seekers to gain insight into different industries and roles. Additionally, NYSDOL partners with schools and businesses to use virtual reality for training purposes, providing a unique opportunity for students and employees to develop new skills.

NYSDOL's Virtual Career Center (VCC) further supports job seekers by using advanced technology to match their skills with relevant job leads, identify skills gaps, and recommend training opportunities. Job seekers can upload their resumes, browse top jobs, and explore training options tailored to their needs.

IV. STATE STRATEGIES

A. Progress made in achieving the state's strategic vision and goals

The NYS Combined State Plan for PYs 2024-2027 envisions a unified workforce development system ("System") that aims to ensure every business has access to a skilled labor force and that every New Yorker has access to job training opportunities that lead to high quality employment or career advancement. This vision is supported by goals and strategies that address business engagement, prioritize opportunities for individuals with barriers to employment, improve data integration and performance outcome metrics, support non-traditional education models and career pathways through apprenticeship and on-the-job training (OJT), and align workforce development strategies with regional stakeholders.

For the past several years, NYS has provided a hybrid model of both virtual and in-person services, including through the VCC, which connects job seekers to available jobs across NYS and businesses to qualified job seekers. Customers at the Career Centers are automatically enrolled in the VCC and work closely with a case manager to ensure their customer profile is crafted based on their skills and prior work experience. In addition to NYSDOL staff, partner agencies are also serving job seekers using the platform. The VCC integrates with NYS's case management system, the One-Stop Operating System (OSOS), to track services provided to business and job-seeking customers as well as related outcomes, and is inclusive of the following:

- **Virtual Meetings and Events Tool**

Virtual one-on-one appointments, small-group appointments, and large-scale workshops and presentations are conducted via video and audio chat providing customers throughout NYS with quality services without the need to physically come into a Career Center;

- **Virtual Career Fairs**

Large-scale career fairs are held entirely online, providing business and job seeking customers with the ability to connect via text and video chat, improving employment outcomes for customers and hiring and retention rates for businesses;

- **Comprehensive Online Training Solution**

This provides unemployed New Yorkers with the training and tools to upskill and reskill so they can find the right job and career pathway; and

- **Enhanced Job Search**

Increases and leverages machine learning and artificial intelligence (AI) to provide customers targeted job matches that align with their skills and experience.

To achieve dual job seeker and business customer service goals and the goals identified in the NYS Combined State Plan, NYS's strategy is to build public-private sector partnerships and strategic alliances, creating a unified System that integrates and coordinates the work of local experts and stakeholders from government, education, and business, with priority given to individuals in special populations.

The WIOA Interagency Team, consisting of staff from NYSDOL, the NYS Education Department (NYSED), the NYS Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSCB), the NYS Office for the Aging (NYSOFA), the NYS Office of Temporary and Disability Assistance (OTDA), the NYS Department of State (DOS), the State University of New York (SUNY), the City University of New York (CUNY), ESD, the Workers' Compensation Board (WCB), the Office of Mental Health (OMH), the Office of People With Developmental Disabilities (OPWDD), the NYS Council on Children & Families, and the NYS Energy Research & Development Authority (NYSERDA) continued to meet in PY 2024. The Team has several workgroups, which were the main focus of the Interagency Team in PY 2024, including:

- **Training & Accessibility Assistance Workgroup (TAAG)**
Identifies opportunities for skills building across partner agencies in an effort to make NYS Career Centers and workforce development services more accessible and inclusive to all New Yorkers;
- **Business Engagement Workgroup**
Focuses on the development of a common system for agencies to track their engagement of businesses, while also ensuring the work of the Regional Business Service Teams (RBSTs) continues to progress;
- **Combined Plan Workgroup**
Develops the four (4)-year NYS Combined State Plan and required two (2)-year modification;
- **Data Integration Workgroup**
Tasked with determining how NYS can best comply with WIOA's requirement for integrated data reporting. System partners continued to meet throughout PY 2024 to develop a statewide unique identifier and create amendments to data sharing agreements to report on the Effectiveness in Serving Employers performance measure;
- **Apprenticeship Workgroup**
Collaborates to increase the knowledge of Registered Apprenticeship (RA), identify ways to best utilize agency partnerships to ensure RA opportunities are marketed to youth and disabled individuals as a career opportunity, and identify strategies to better promote RA between NYSDOL RA and WIOA core partners; and
- **Youth Collaborative**
Works collectively to support the development of youth and young adults, and identifies skills gaps, workforce needs, ways to share information to break down silos, and training/educational programs. The Youth Collaborative continued meeting in PY 2024 to share updates on initiatives aimed at improving youth employment and transition services across partnering agencies, as well as to share updates regarding implementation of the ETM grant.

Functioning as the Career Center System's conduit to the business community and supporting WIOA's principles for a demand driven system, NYSDOL's Business Engagement team (the NYSDOL Business Services and NYSDOL Rapid Response units) directly engages new and repeat business customers to offer targeted programs, services, and job development. Integral to these efforts is strategic business outreach, which is built around an understanding of the unique needs of individual businesses, and a tailored service strategy to meet those needs.

B. Progress made in implementing sector strategies and career pathways such as:

1. Business engagement strategies

RBSTs and Alignment with Regional Economic Development

NYSDOL's Regional Business Services staff collaborate with LWDBs, WIOA partners, and Career Center staff to establish the composition and role of RBSTs across NYS's ten (10) labor market regions. These

RBSTs are established to support alignment of Career Center services with sector initiatives and strategies within the region. This structure brings together Career Center staff, NYSDOL Business Services staff, local Business Services staff, and other State agency partners to discuss common business engagement challenges and share promising practices. It also facilitates the exchange of workforce intelligence and strategies for marketing services, as well as hiring and training incentives for businesses. Each RBST is required to meet quarterly to support the LWDBs in the region by developing strategies that respond to current demand and coordinating sector strategies. Since the release of NYSDOL Workforce Development System Technical Advisory (WDS TA) #23-05 (dol.ny.gov/system/files/documents/2023/10/ta-23-05-rbst-10-06-2023.pdf): Regional Business Service Teams, in late PY 2023, all ten (10) labor market regions have been conducting quarterly RBST meetings.

Strategic Business Engagement

The NYSDOL Business Engagement team works closely with many high-profile businesses on projects with significant job creation and sector impacts. These efforts include coordinating with businesses to create a customized recruitment plan and application process, followed by matching, referring, and assessing qualified candidates in NYSDOL's talent bank and the job seeking public. The RBSTs also share and coordinate workforce intelligence, enhancing collaboration among various partners including business intermediaries, government, educational institutions, training providers, economic developers, and labor and community organizations, to effectively address the workforce needs of each region.

Customized Recruitments and Career Fairs

Customized recruitments are no-cost, targeted hiring events built around the specific needs of each business. NYSDOL Business Services staff work directly with business customers to develop job specifics, search the talent bank for qualified candidates, and set up a hiring event where the business can interview these candidates.

Career Fairs provide businesses with the opportunity to interact one-on-one with job seekers. NYSDOL Business Services staff organize and participate in numerous career fairs around NYS each year at no cost to participating businesses. NYSDOL continues to offer virtual career fairs to support the ongoing hiring needs of our business and job-seeking customers.

Virtual Career Fairs offer a sophisticated job fair simulation where businesses and job seekers can connect in a virtual setting in real-time, while keeping the familiar feel and positive outcomes of a physical recruitment event. In PY 2024, NYSDOL hosted 110 Virtual Career Fairs which brought 3,580* businesses offering 154,180 job openings together with 58,922* job seekers in a safe space to network and share opportunities (*these are not unique as many of the same businesses and job seekers come to multiple events each month).

As a workforce partner, NYSDOL provides extensive recruitment assistance and supportive services to hiring businesses in sectors with large impacts (e.g., emerging industry sectors or sectors that remain constant and critical (in-demand) in a region or the State as a whole), connecting individuals to employment. Examples of services and initiatives provided include:

- **VCC**

Using advanced AI, the NYS VCC streamlines talent acquisition with job calibration, candidate matching, screening, assessment, communications, and job offer tracking all in one place. The platform currently has over 1,300 business users;

- **Microsites**

A subset of the NYS Job Bank (newyork.usnlx.com/), these sites help job seekers research specific employment needs they may have more efficiently;

- **Child Care Opportunities Microsite**

NYSDOL partnered with OCFS to create the microsite Child Care Opportunities (nchildcare.usnlx.com/jobs/). This site was launched in June 2023 to support critical childcare worker needs throughout NYS and currently has over 1,000 jobs available;

- **Seasonal Microsite**

The microsite SeasonalWorks (seasonalworks.labor.ny.gov/jobs/) highlights NYS’s seasonal employment opportunities such as construction, retail, landscaping, and snow plowing, and currently has over 11,000 jobs available;

- **Tourism Microsite**

NYSDOL partnered with ESD and their “I Love NY” team to develop the Tourism Microsite NYTourism (nytourism.usnlx.com/jobs/) to address the critical needs in the tourism and hospitality industry. The site currently has over 17,000 jobs available;

- **Part-Time Microsite**

The microsite Part-Time Jobs (nyparttime.usnlx.com/jobs/) allows individuals the ability to view thousands of part-time opportunities available throughout NYS, and currently has over 22,000 jobs available; and

- **NYC Jobs Microsite**

NYSDOL partnered with NYC Mayor’s Office of Talent and Workforce Development to create Jobs I JobsNYC (jobsnyc.usnlx.com/jobs/), which launched in December 2024. The site currently has over 41,000 jobs available.

- **OJT**

In PY 2024, NYSDOL continued to work closely with NYSERDA to operate the Energy Efficiency and Clean Technology OJT program to provide businesses with incentives to hire target populations, such as the long-term unemployed. During PY 2024, NYSERDA paid out over \$3.9M in OJT funding for new hires at energy efficiency/clean technology businesses. Under this program, NYSDOL provided due diligence on 389 businesses and assisted 132 businesses to hire and train 442 individuals through the program;

- **Human Resources (HR) Consultation Services**

NYSDOL Business Engagement provides technical assistance at no cost to businesses with a variety of HR issues. These services include job analysis and descriptions, application processes, skills gap analysis, turnover analysis, employee handbooks, and help navigating rules and regulations;

- **Hiring and Training Incentives**

NYSDOL Business Engagement provides businesses with technical assistance to help them understand available employment-based tax credits and training incentives. By taking advantage of these incentives, businesses can save money by reducing tax liability or by using grant funds to offset the costs of training; and

- **Business Jumpstart**

NYSDOL launched the Business Jumpstart initiative in PY 2023 to provide specialized and expanded services to new and growing businesses in NYS. A landing page was created along with marketing materials and a Business Jumpstart inquiry portal, which allows for flexibility so that businesses can submit inquiries as they have time. Since inception of the Business Jumpstart initiative, Business Engagement staff have provided these services to 495 businesses.

Additional Business Engagement Activities and Communication

Business Engagement staff continued its core duty of engaging businesses in PY 2024, engaging an average of 970 businesses each week and providing services to 20,348 unique businesses.

2. Work experiences for youth and adults

NYS is on track for spending 20% of local Title I Youth program funds on work experience. LWDBs have local work experience policies to assist providers in the implementation of work experience, including the educational components. NYS continues to provide reporting, programmatic, and fiscal guidance regarding work experiences. For example, during monthly WIOA Youth Program “Bring Your Own Questions” calls, NYS has facilitated a community of practice discussion around work experiences and offered best practices to LWDBs.

Teacher Residency Program (TRP)

State-level TRP funding is being used to partially or fully fund master's degrees for teacher residents enrolled in a residency program registered with NYSED. These residents must be graduate-level PK-12 teacher candidates who will complete a residency within a public NYS school district, a NYS private school, a NYS charter school, or Board of Cooperative Educational Services (BOCES) program.

Under the TRP, schools or BOCES could apply for up to \$30,000 per resident to cover (1) tuition support for residents enrolled in a registered residency program at a SUNY, CUNY, and/or NYS independent and proprietary college or university who have partnered with a NYS school, district, or BOCES; (2) books and fees mandatory for participation in the program; and (3) stipends that provide residents with monetary assistance, affording them the opportunity to focus on their studies and continued participation in the registered residency program.

In PY 2024, NYSDOL awarded 16 TRP applicants a total of \$20.9M to serve 708 residents.

Office of Just Energy Transition

In 2023, NYSDOL established the Office of Just Energy Transition (OJET), with a mission to connect workers to opportunities for quality jobs, upskilling, and training with a focus on serving those who are traditionally underrepresented, especially within Disadvantaged Communities (DACs). NYS's Climate Leadership and Community Protection Act recognizes that climate change does not affect all communities equally. As such, criteria to identify DACs has been developed to ensure frontline and otherwise underserved communities benefit from NYS's historic transition to cleaner, greener sources of energy, reduced pollution and cleaner air, and economic opportunity.

As part of a 2024 cooperative agreement between NYSDOL and the New York Power Authority (NYPA), up to \$25M annually will be allocated to support programs related to workforce training, retraining and apprenticeships, preparing workers for employment in the renewable energy field, and programs to train or retrain utility workers to help ensure NYS stays at the forefront of the energy transition. \$9M in funding was made available for two (2) OJET clean energy programs in PY 2024, requiring at least 35% of funding to participants or businesses located in DACs: (1) \$5M for the Growing the Clean Energy Workforce (GCEW) Program, which provided funding to twelve (12) eligible organizations to expand or create Statewide clean energy training or pre-apprenticeship programs and provide wraparound services; and (2) \$4M for the Renewable Energy Training Initiative (RETI) for sixteen (16) interested LWDBs to up-skill or re-skill workers transitioning from the fossil fuel industry into clean energy; up-skill or re-skill residential workers in weatherization, building performance, and retrofitting; and fund wraparound services. RETI plans vary based on the needs of industry in each local area and include training with BOCES or local community colleges, OJT, and customized training.

NYSDOL's Workforce Development Training (WDT) Programs

NYSDOL made up to \$25M in federal WIOA funding available for three (3) WDT programs in PY 2024, aimed at providing training for individuals in NYS who are unemployed/underemployed and/or in low or middle-skills occupations. The broad purpose of the training is to help individuals overcome employment barriers and/or obtain a higher level of employment:

- 1. Employee Retention and Advancement Training (ERAT)**
Provides occupational skills training, commensurate with regional priorities, to existing employees/incumbent workers who are in low and middle-skills occupations leading to job advancement and retention;
- 2. Reemployment Training Grant (RTG)**
Aims to secure the services of eligible organizations that can provide occupational skills training, commensurate with regional priorities, to unemployed/underemployed individuals to qualify them for full-time or part-time employment, or if currently employed, a higher level of employment; and

3. Work Readiness Training (WRT)

Provides funding to eligible organizations to conduct workplace readiness training, the development of skills or behaviors necessary for any job and skills employers seek from any employee. These skills are sometimes referred to as soft skills or job readiness skills.

As of August 2024, NYSDOL received 95 RTG and 20 ERAT applications, and awarded 30 RTG and six (6) ERAT applications, totaling more than \$14M. Funding for RTG was exhausted in May 2025 and no additional awards are anticipated at this time. Additional applications for the ERAT program are currently in review. Proposals for the WRT program were accepted through October 25, 2024; 93 proposals were received, with eight (8) awarded for \$4.8M.

3. Transitional Jobs

Transitional jobs are funded directly through LWDBs in NYS. Although the majority of local areas utilize OJTs or work experiences for work-based learning due to their less restrictive eligibility and reimbursement process, there were 25 transitional job services in NYS in PY 2024. The local areas that do utilize transitional jobs think of them as “work experience tryouts” and have found that the employer will typically transition the participant to either an OJT or direct hire upon completion of the transitional job. NYS will look to further market these opportunities in PY 2025.

4. Incumbent worker training strategies and policies

As discussed previously, NYSDOL released the WDT ERAT Program as an incumbent worker training program to assist employees in low and middle-skills positions to remain in their current positions or advance to middle and high-skill positions. Applications were accepted through August 23, 2024. NYSDOL has awarded six (6) ERAT awards totaling over \$400,000. Additional ERAT applications will continue to be reviewed for award in PY 2025.

Additional incumbent worker training were funded in PY 2024 through the OJET GCEW and RETI programs, for the upskilling of workers in the clean energy industry.

C. Efforts to increase access to Registered Apprenticeship Programs (RAPs)

NYS’s economic well-being is developed and sustained by a highly skilled workforce through which RA plays a leading role in ensuring a reliable and constant source of skilled workers for in-demand industries. NYSDOL has awarded six (6) apprenticeship-related grant awards since 2016, including the \$200,000 Accelerator Grant, \$1.5M ApprenticeshipUSA State Expansion Grant, \$1.8M Expansion Grant Continuation Funding Staffing Grant, \$4.4M State AEG, \$450,000 State Capacity to Expand Apprenticeship, and State Apprenticeship Expansion Formula (SAEF) base and competitive grants totaling \$11.3M.

On June 26, 2023, NYSDOL was awarded the Round 1 SAEF Grant for a total amount of \$7,517,536; of this, \$1,517,536 was in base funding and \$6M was in competitive funding. NYSDOL was additionally awarded Round 2 SAEF base funding in the amount of \$1,865,188 on June 25, 2024, and on June 25, 2025, Round 3 SAEF base funding in the amount of \$1,920,269. The base funding will support \$1,650,000 of the Registered Apprenticeship database modernization project. The remainder of the base funding is being used for staffing, which will support the modernization of NYSDOL’s RA database system, staff working on RA expansion efforts including the NYSDOL Office of Special Initiatives (OSI), the Community College Pilot Program, and to support and expand Direct Entry Pre-Apprenticeship in NYS. The competitive funding is being used to support new and existing grant opportunities, and further support staff working on the database modernization project, which will aid in promoting further expansion of RA programs.

As mentioned, the SAEF Grant was used to support new and existing grant opportunities, which included the AEG-4 RFA, focused on expanding NYS RAPs by increasing employment opportunities for approximately 130 apprentices, with a focus on underrepresented populations. These apprentices will enter trades in high-demand occupations, with a focus on the emerging fields of Advanced Manufacturing, Healthcare, Hospitality, and IT, as well as other in-demand occupations. Applicants could apply for up to

\$300,000 for each award, where up to \$15,000 per apprentice was allowed to cover costs associated with training apprentices, including but not limited to, Related Instruction, OJT, books, and tools. Applications for AEG-4 were accepted through August 5, 2024. During PY 2024, 23 programs received awards, for a total of 27 awardees.

NYSDOL also utilized SAEF Grant funds to make \$2M available to support DEPA programs. Due to an exceptional response to the DEPA RFA, NYSDOL allocated \$1.6M of WIOA funding to fulfill additional awards. DEPA provides participants with training and exposure to various trades and offers opportunities for entry into NYS RAPs. The DEPA program model has proven particularly effective for youth as it allows them to explore different industries and trades in preparation for future RAP opportunities. Applicants could apply for a maximum of \$195,000 where up to \$6,500 per participant was allowed to cover the costs associated with participation throughout the duration of the DEPA program. Reimbursement for each participant is made in two (2) separate payments based on achievement of two (2) milestones: (1) \$4,000 at time of enrollment in the DEPA program; and (2) \$2,500 upon completion of the DEPA program. Applications were accepted through June 28, 2024. Of the 25 total applications received, 15 programs were awarded during PY 2024 for a total of 21 awardees.

In addition to these grants, NYSDOL continues to develop new trades and move more trades into alternative training approaches, allowing for further diversity and expansion into new and emerging industries. This includes a recent increase in the number of new programs in non-traditional trades. During PY 2024, NYSDOL approved 99 new programs and of those programs, 93 were in trades outside of building and construction. These numbers continue to rise and NYSDOL anticipates continuing this trend by further expanding apprenticeship beyond the traditional construction trades.

NYS's Empire State Apprenticeship Tax Credit (ESATC) Program has an annual State budget allocation of \$10M to provide tax credits beginning at \$2,000 for each qualified apprentice. Initial ESATC credits are available for apprentices who are hired and remain in a RAP for six (6) months. Additional or enhanced ESATC credits are available for each year the apprentice remains in the program, as well as for businesses that hire disadvantaged youth as apprentices, and for those who provide the apprentices with the support of a mentor. The ESATC focuses on encouraging new apprenticeship opportunities in in-demand occupations throughout NYS, and as such, most construction trade RAPs are excluded from the ESATC.

During PY 2024, NYSDOL's OSI team was tasked with working closely with our business and educational partners, including NYSED and SUNY, while also connecting with prospective businesses and apprentices to conduct outreach, assist with the application process, and market RAPs to new and emerging industries. Our partnerships have helped increase awareness of RAPs and support expansion efforts.

In expanding the reach of apprenticeship to youth, the NYSDOL Teacher Ambassador Program aims to help educators build industry connections and empowers them to strengthen their workforce development and career readiness knowledge, including their knowledge of pre-apprenticeship and RAPs. NYSDOL's Roadmap to Registered Apprenticeship lesson plan, which provides scannable and clickable links for educators, students, and their families, was distributed to program participants.

V. PERFORMANCE ACCOUNTABILITY

A. State performance measures or goals and progress towards meeting them

During PY 2024, NYSDOL continued to release a WIOA Primary Indicators of Performance Report (dol.ny.gov/performance-indicators-goals) to the LWDBs following each quarter. This report details the negotiated PY local area goals, local area performance on each of the WIOA Primary Indicators of Performance, and how that local performance relates to the NYS-level performance. Additionally, NYSDOL staff offers and provides technical assistance to LWDBs in the form of webinars, one-on-one support, and OSOS guides. These quarterly reports are used to assess local area progress toward meeting the Primary Indicators of Performance and to assist the local areas with improving performance and determining workforce training needs throughout the System.

In conjunction with the release of the Primary Indicators of Performance Report, NYSDOL also provides individual lists of customers in the Credential Attainment and MSG measures, as well as the APoS metric, to allow local areas the ability to outreach to customers and collect outcomes. NYSDOL provides technical assistance related to these lists to ensure data is entered accurately and offers individualized training to local areas in need of further guidance.

1. Effectiveness in Serving Employers (Retention with the Same Employer)

NYSDOL is the selected NYS agency to report on the Statewide Effectiveness in Serving Employers – Retention with the Same Employer measure. To do so, NYSDOL looks at participant wage data over time to determine if a program participant is employed with the same employer in the 2nd and 4th quarters after exit. During PY 2024, NYSDOL reported a 69% rate of retention with the same employer for the agency, and 69.6% for all WIOA core partners.

B. Any performance deficiencies on the primary indicators of performance

NYS met all goals for the Primary Indicators of Performance for PY 2024. NYSDOL continues to work with local areas to improve individual performance on these measures, including holding conversations with high performing local areas to determine best practices, while also scheduling meetings with struggling local areas to address any issues and share these best practices. Individual local area trainings are also developed as needed. Additional discussions and System-wide and individualized trainings will be offered to further improve performance on all measures.

The calculation of the Credential Attainment and MSG measures is completely reliant on staff performing proper data entry because an administrative crossmatch method to gather this information does not currently exist. NYSDOL continues to work on improving data entry to ensure accurate performance is reported and to mitigate any potential negative impacts by continually providing staff training and updated OSOS guides.

NYSDOL staff developed and delivered extensive trainings in the form of customized live virtual training, webinars, and OSOS guides for local staff on proper data entry and its importance in calculating these measures. NYSDOL is also working with local staff to ensure they understand the reports of individuals included in these measures and are performing the appropriate outreach to collect and data enter this information. NYSDOL is monitoring these indicators and providing training on data entry to ensure that we continue to meet or exceed our goals for those measures.

C. Common exit policy

NYSDOL implemented a functional alignment policy for the WIOA Title I and Title III programs. Individuals 18 years of age or older who receive a service from a Career Center must be enrolled as a WIOA Adult, DW, or Youth and are considered participants in both the WIOA Title I and Title III Wagner-Peyser (WP) programs. Any participant who receives services funded in whole or in part from the WIOA Title I, Title III WP, Veterans Employment and Training Service (VETS), or TAA programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common “date of participation” and a common “date of exit” for federal reporting. Both Title I and Title III WP follow this common exit policy. If a participant receives services from multiple programs, the common date of exit for reporting on each program is the end date of the most recent service across all programs. Participation in any one (1) program extends across all programs that share a common enrollment. Customers who do not receive a service within 90 days will exit enrollment effective the date of last service.

D. Negotiated performance levels for local areas for program years 2024-2025

For Pys 2024 and 2025, negotiated performance goals were established for local areas using the Statistical Adjustment Model. State negotiations with USDOL were completed for Pys 2024 and 2025 by the end of PY 2023, and NYSDOL negotiations with the 33 LWDBs were completed for Pys 2024 and 2025 by September 2024. Proposed and negotiated performance goals for the local areas are found on the Performance Indicators & Goals webpage on the NYSDOL website: dol.ny.gov/performance-indicators-goals.

E. The state’s approach to data validation and ensuring data integrity

Now that the annual USDOL Data Element Validation (DEV) review is discontinued, to ensure data validation and data integrity, NYSDOL continues its annual Adult, DW, Youth, and TAA program monitoring reviews of NYS’s 33 LWDBs. These annual program monitoring reviews include DEV reviews of sampled OSOS case management participant records and files, with findings and required actions made, and technical assistance provided as necessary to improve compliance with WDS TA #23-03 (dol.ny.gov/system/files/documents/2024/04/ta-23-03-data-element-validation-04-28-2023-1.pdf). Program monitoring and DEV reviews of the LWDBs for the PY 2023 timeframe were completed during PY 2024. DEV reviews for the PY 2024 timeframe began in August 2025 and will be completed during PY 2025.

VI. STATEWIDE GOVERNOR’S RESERVE FUNDS

A. Activities provided with funds reserved by the Governor

In PY 2024, Statewide Governor’s Reserve Funds supported:

- NYSDOL staff salaries related to WIOA administration, WIOA program, and Apprenticeship training;
- The awarding of Consolidated Funding Application (CFA) Workforce Development Initiative (WDI) Round 3 Unemployed/Underemployed Worker Training (UWT) contracts;
- The awarding of WDT RTG contracts;
- Local incentive grants for LWDBs meeting the WIOA benchmark of obligating 80% of their PY funds, affording LWDBs additional funds to support training, youth experiences, and supportive services in awarded local areas; and
- The purchase of the VCC platform.

Impacts of these investments have been detailed in other locations within the ASPRN.

VII. RAPID RESPONSE

A. Rapid response activities and layoff aversion

The NYSDOL Rapid Response Program functions as part of the Career Center System, working cooperatively with LWDB Directors and Career Center Managers to serve affected workers before layoffs occur. NYSDOL Rapid Response is alerted when businesses submit a Worker Adjustment and Retraining Notification (WARN) Act notice to NYSDOL 90 days in advance of layoffs. The program also receives alerts regarding upcoming or sudden layoffs via Career Center leads, Contact Center customer inquiries, media reports, and other business intelligence. At that time, follow-up is made with the business for planning intensive job placement assistance. These alerts are initially categorized as expeditious response and are sometimes re-categorized as Rapid Response if the layoffs trigger the WARN threshold.

1. Data on the number of companies and number of individuals served

NYS’s Rapid Response Program saw a decrease in the number of WARN filings and associated impacted workers in PY 2024 with 171 WARNs filed, impacting 18,234 workers.

Rapid Response sought out opportunities to serve businesses and workers impacted by smaller layoff and closure events (non-WARN) referred to as expeditious responses. In PY 2024, Rapid Response staff identified 309 expeditious response events, impacting 6,581 workers. Rapid Response is initially focused on layoff aversion by advising the downsizing/closing business of the Shared Work Program, which is discussed in more detail later in this Section. When layoffs cannot be averted, onsite service orientations are scheduled for customer registration in OSOS and messaging. This includes:

- Providing intensive 1:1 job placement assistance;
- Issuing customized job lead templates for customers' initial consideration based on WARN job titles attachment (continuous customer engagement job leads follow) and ongoing job lead templates as the customer relationship evolves;
- Developing a skill-based resume;
- Advocating to a hiring business on the behalf of a customer who submitted an employment application to that business;
- Coaching employment interview techniques based on an upcoming job interview;
- Providing alerts for upcoming recruitments and job fairs (also, introducing customers to specific businesses strongly interested in the labor pool);
- Discussing available local Career Center services;
- Sharing basic information on filing a UI claim and, if an anticipated need, use of a remote UI content expert available to answer technical questions; and
- Arranging for a NYS Marketplace Navigator to present affordable health care options.

2. Linking Rapid Response recipients to American Job Centers and intake processes

As identified in Section I.B., the Rapid Response Unit is part of NYSDOL's Business Engagement Team. Plans for service are initially drafted for downsizing/closing businesses and are subject to modification based on continuing discussion with HR management. Alignment with sector strategies is a point of emphasis toward brokering the labor pool with businesses in expansion mode. The NYSDOL Rapid Response and NYSDOL Business Services units regularly communicate about the Rapid Response customer skill sets and work experience to identify appropriate job leads, in addition to conducting dedicated job fairs.

Business prospecting research tools and methods include, but are not limited to:

- Prospecting hiring businesses:
 - Quarterly Expanding Businesses Report;
 - NYS Employment Graph indicating hiring trends;
 - Internet mining;
 - Ongoing interaction with Business Services and Career Center staff; and
 - Leads as provided by served customers.
- Prospecting downsizing or closing businesses:
 - Quarterly Contracting Business Report;
 - Quarterly Dun and Bradstreet Distressed Business Report;
 - Internet mining;
 - Leads as provided by customers calling the NYSDOL Contact Center; and
 - Early Warning Report.
 - New regular UI Benefit Claims, by region and single-site establishment firms, with five (5) or more current week claims in NYS, referencing current week and seven (7) previous weeks trend.

Daily goals are established for Rapid Response staff for outreach to businesses and customers. Throughout PY 2024, business customers had the option to receive virtual or on-site services based on the needs of their workforce.

Results are shared weekly with Rapid Response's ten (10) regional units and 30 field staff. During PY 2024, service activities produced 1,745 unique businesses engaged; 7,099 unique number of total customers engaged; 6,714 unique total customers engaged (number attached to Rapid Response/Expeditious Response accounts); and 1,740 placements (1,712 Rapid Response placements).

3. Services or workshops provided to both companies and affected workers

Services are curated in partnership with the affected business ensuring their affected workers receive the assistance most valuable to them. Rapid Response makes the process simple to engage by offering services on-site and virtually at times convenient to the business. The program's core catalogue of services offered to businesses include the Rapid Response Orientation, One-on-One Resume & Interview Assistance, Workshops, and Targeted Job Fairs. The Rapid Response Orientation provides affected workers with key information they will need to access health insurance options via the Healthcare Marketplace, UI benefits, and NYSDOL job seeker resources. Rapid Response can provide resume, interview, and networking help in one-on-one or workshop format, based on the business' request. When fully implemented, the service catalogue culminates in a targeted job fair that is organized specifically for the affected workers, connecting them with businesses that are seeking their skill set and a goal of eliminating any period of unemployment.

4. Layoff aversion strategies, including any metrics/outcomes development and/or tracked

NYSDOL is working proactively to avert and serve layoffs of all sizes. The dedicated Shared Work promotional team delivered over 550,000 program informational emails to business contacts and conversed with almost 32,500 business leaders sharing detailed information about the program. By the close of PY 2024, 544 plans were created; of that, 167 were new, resulting in 11,898 workers being enrolled in a Shared Work plan. The program has dedicated staff researching Statewide to identify layoff/closure events and possible WARN act violations. In PY 2024, research generated 101 leads resulting in the identification of an additional 140 events and the review of 266 WARN inquiries for possible WARN act violations.

The TAA Program is also highly considered when there is a possibility of layoffs due to foreign competition (directly or indirectly). However, effective July 1, 2022, USDOL ceased the certification of petitions. Although petitions are not being certified, NYSDOL continues to review downsizing/closing events for possible Trade-related impacts and has filed 56 petitions for consideration once the program is reauthorized. NYSDOL continues to serve Trade-affected workers from petitions certified prior to July 1, 2022. Benefits to a customer when a petition is certified by USDOL include:

- Job training (classroom, online, OJT, and apprenticeship);
- Income support payments;
- Job search and moving allowances; and
- A wage supplement for customers aged 50+, who return to work at a lower pay rate.

Rapid Response asks the business key fact finding questions to determine if a TAA petition should be filed with USDOL, including:

- Is the company doing business in other countries? If yes, where?;
- Has the company recently been sold or purchased by another company that does the same or similar type of work? If yes, who?;
- Do they compete with products/services from other countries? If yes, who and/or what?;

- Does the worker know the name(s) of their competitors? If yes, who?;
- Has the worker trained replacement workers based in other countries prior to the layoff? If yes, what countries?; and
- Has the worker/co-workers traveled to other countries to train workers? If yes, where?

5. Layoff aversion activity alignment

The Shared Work Program

The Shared Work Program helps businesses retain valued employees during temporary downturns, which is more important than ever in today's economy. It can also be used as part of a seasonal re-opening strategy. With Shared Work, businesses keep their trained, valued employees and avoid layoffs by reducing work schedules. While on a reduced schedule, employees receive reduced pay from the business and a percentage of their unemployment benefit rate.

Retaining employees means the business can gear up quickly when conditions improve. They can also save the expense of recruiting, hiring, and training new employees. Plus, employees are spared the hardship of full unemployment and are shown they are valued as team members.

NYS DOL received a USDOL grant in 2021 for improvements and promotion of the Shared Work program. Below are some continued key successes of the grant:

- A maximum of 26 times an individual's weekly benefit rate;
- Maintained enhancements to the processes, online services, and front-end customer service experience, especially regarding responsiveness and convenience;
- Automated submission and approval of employer plans and the filing and approval of initial and continued short-term compensation (STC)/Shared Work Program claims;
- Enhancements to the online plan application to allow an employer to manage their plan more easily;
- Plan approval within 1-2 business days; and
- Email campaigns are strategically timed and targeted using business intelligence collected by the Shared Work Promotional team. Targeted businesses include those experiencing supply chain issues, seasonal businesses, financial institutions, and mortgage lenders impacted by rising interest rates, manufacturing businesses, and small businesses; and

Rapid Response staff assists with actively promoting the use of the Shared Work Program to distressed businesses. A business may submit a Shared Work plan even if it has already submitted a WARN Act notice.

In PY 2024, 554 Shared Work plans were approved to begin, with 12,067 participants registered.

VIII. WAGNER-PEYSER ACTIVITIES

A. Activities provided under the Wagner-Peyser Act

NYS DOL is responsible for the delivery of federally funded WP services (otherwise referred to as Employment Service programs), in coordination with other workforce partners and their programs through the Career Center System. These responsibilities include:

- Maintaining and strengthening the public labor exchange through the operation of a central statewide job bank and talent bank matching system;

- Providing Reemployment Services for UI customers; and
- Providing service to special target populations.

All Adult customers served by Career Centers must be co-enrolled in WP and WIOA. Each of the 33 LWDBs developed a Local Plan outlining how Career Center service delivery is integrated across all programs. In PY 2024, individuals attended 45,262 virtual appointments and 151,322 in-person appointments, and 178,790 individuals had a self-service activity.

In PY 2023, NYSDOL issued WDS TA #23-06.1: Initial Assessment in the Career Center System (dol.ny.gov/system/files/documents/2025/01/ta-23-06.1.pdf), and related intake forms. In the policy, Career Center customers across NYS are required to receive an initial assessment to determine the best way to service their individual reemployment needs. This policy emphasizes the value of providing quality job leads and referrals to customers to speed their entry into employment. It also emphasizes the value of identifying customers in need of a more comprehensive assessment to make informed decisions about additional reemployment services they would benefit from.

1. Activities providing job search and placement to Unemployment Insurance claimants

To help supplement the WP program, NYS administers the RESEA program to serve all UI claimants, with priority shown to customers profiled as most likely to exhaust benefits. RESEA is framed around four (4) major customer service principles to provide intensive case management and a heightened level of services to UI claimants: (1) expeditious entry into the System; (2) assessment/identification of needs; (3) individual reemployment plans; and (4) continuous engagement.

The RESEA program, which follows a calendar year reporting period, operates in 65 select Career Center locations in all 33 local areas and all ten (10) economic development regions of NYS. The program design has been shown to increase RESEA participants' competitive advantage by returning claimants to work earlier than non-RESEA claimants. NYS received \$29,486,915 in 2025 RESEA funding to date, and a total of \$41,323,793 in 2024.

In accordance with the statutory provisions for the RESEA program contained in the Social Security Act (SSA), states began conducting evaluations of RESEA interventions and service delivery strategies in Fiscal Year (FY) 2020 to support building new evidence of effective RESEA interventions that can be utilized in future RESEA program design and delivery. As part of the study, states are required to conduct an evaluation of the RESEA program to support current program designs. NYSDOL collaborated with the Connecticut Department of Labor to carry out the RESEA evaluation, selecting 40 of the 65 Career Centers implementing RESEA to participate in the impact study which represents large, medium, and small Centers located in urban, suburban, and rural areas. The Connecticut Department of Labor included all five (5) of their RESEA Career Centers in the evaluation and results were combined with NYS to allow for a larger sample for analysis. Both states randomized a total of 161,000 customers into different treatment groups, including a control group. Each of the four (4) treatment groups provided customers with a different number of mandatory RESEA appointments and services to ascertain if reemployment outcomes are more favorable for those who receive more services.

NYS has contracted with SUNY Rockefeller to evaluate the impact that mandatory RESEA Career Center appointments and reemployment services have on customer outcomes, which is measured by analyzing participants' reemployment rate after second quarter of program exit, median earnings in the 2nd quarter after program exit, and overall UI benefit duration. The participant enrollment process concluded in December 2022, data has been transferred to the evaluator, and analysis is underway. A formal report will be published summarizing the study outcomes in 2026.

IX. NATIONAL DISLOCATION WORKER GRANTS (NDWGs)

1. NDWGs awarded to or within the state

QUEST NDWG

On September 14, 2023, USDOL awarded NYSDOL \$5M for the 2023 QUEST NDWG to expand a large infrastructure and care economy project in Onondaga County related to the I-81 Viaduct called Workforce Forward: Syracuse, as well as other large-scale projects in Onondaga County. NYSDOL is the direct recipient of project funding with CNY Works, Inc., the Onondaga LWDA's Career Center administrator, as its primary designated partner. NYSDOL issued a NOA to CNY Works, Inc. in the amount of \$4.5M on December 22, 2023.

During the September 30, 2023-September 30, 2026, period of performance, NYSDOL and CNY Works, Inc. will continue to move forward with the grant implementation timeline to ensure the primary goal of providing good jobs in the infrastructure and care economy sectors to targeted individuals from marginalized communities affected by the lasting economic impacts of the COVID-19 pandemic, is met. The project targets local Onondaga County job seekers, including the long-term unemployed, underemployed, low-skilled, and additional populations with barriers to employment (e.g., veterans, formerly justice-involved, individuals with disabilities, women), and individuals who previously would have been eligible for the terminated TAA Program.

Currently, partners are focused on increasing community outreach efforts through weekly Central New York (CNY) Construction Network: I-81 Viaduct Project Public Information Sessions aimed at furthering the project's talent pipeline development. These sessions, combined with management of the NYS Department of Transportation's (DOT) I-81 Viaduct Project Job Seeker Intake "Valve", have allowed more priority "job ready" candidates to connect with contractors, subcontractors, and the building and construction trades unions affiliated with the I-81 Viaduct Project's Project Labor Agreement to expand the project's "hire ready" applicant pool. Strategic partnerships were expanded to include new infrastructure and care economy sector constituents through a Commercial Driver's License project Heavy Construction CDL employers and unions.

As of June 30, 2025, NYSDOL has accrued expenditures of just over \$1M.

2. Coordination with state rapid response activities and dislocated worker programs

Ongoing community outreach efforts continue to identify QUEST DW-eligible participants, including DWs enrolled in RESEA through NYSDOL's CNY Employment Services Team. Close coordination with NYSDOL's CNY Business Engagement/Rapid Response Team to connect DWs recently affected by job loss has also allowed more DWs to receive QUEST-funded services, including basic career services, occupational skills training, and comprehensive supportive services. With the addition of a dedicated QUEST Supportive Services Coordinator, QUEST-eligible DWs have also been able to access comprehensive supportive services needed to fully participate in the program and increase employability.

To support RESEA program DWs, a focused internal referral process was developed with the NYSDOL CNY Employment Services Team. NYSDOL Labor Services Representatives working with RESEA program DWs interested in occupational skills training or requiring comprehensive supportive services are referred to a dedicated NYSDOL Employment Counselor to assist them in accessing QUEST-funded services through CNY Works, Inc. The Employment Counselor provides additional career exploration to job seekers requiring occupational skills training through Individual Training Account application support and processing in accordance with CNY Works' policies and procedures. Further, the Employment Counselor coordinates with the QUEST Supportive Services Coordinator to provide referred DWs with comprehensive supportive services. Through these referral processes, DWs are dual case-managed while receiving UI benefits and attaining employment.

3. NDWGs and state co-enrollment policies and disaster/emergency management

The addition of a NYSDOL Employment Counselor to the QUEST “team” increased QUEST enrollments from NYSDOL Employment Services referrals, as well as referrals from the NYS Department of Corrections and Community Supervision (DOCCs) and its Work for Success (WFS) Program. Occupational skills training opportunities and supportive services have been provided to WFS Program participants to support their return to work and job placements. Further, NYSDOL as a PROWD recipient, is also referring PROWD participants assigned to Syracuse-based transitional housing to its NYSDOL Employment Counselor for basic and individualized career services. Further, the QUEST Work Readiness Training/Pre-Employment Boot Camp Pilot Program will be led by the NYSDOL Employment Counselor and will include WFS and PROWD participants.

X. STATE BEST PRACTICES AND NEEDS

A. Challenges the NYS workforce system faces

1. Limited funding and fragmented federal guidance

At current levels, federal appropriations for WIOA funding reach a small fraction of the need, and with little or no adjustment for inflation, this is a significant cut to the program. When significant cuts are proposed at the federal level, it makes it impossible to meet the full potential of the statute, including the ability to provide essential supportive services. Fragmented federal guidance further exacerbates this issue. When federal policy guidance and requirements is erratic and delivered to each partner individually, it results in conflicting information; continual and necessary front-line staff training; and the need for new processes, forms, and policies.

2. Education and Training

Challenges related to education and training identified by program partners include:

- Misaligned training and professional development for Career Center staff, including the need for training and technical assistance related to serving individuals with disabilities and individuals with involvement in the criminal justice system;
- Staff turnover;
- The need for greater awareness of micro-credential programs;
- The lack of traditional State or federal financial aid for non-degree programs. The Workforce Pell Act (edworkforce.house.gov/uploadedfiles/bipartisan_workforce_pell_act_fact_sheet.pdf), which assists students and workers with access to short-term postsecondary education, is a win, but concerns still exist, such as administrative hurdles for implementation by 2026 and lack of current data infrastructure to track outcomes;
- Lack of supportive services that preclude some participants from succeeding; and
- The teacher shortage. NYS needs approximately 180,000 new teachers over the next decade to meet workforce needs.

1. Technical assistance needs of the NYS workforce system

NYSDOL continues to provide training and capacity-building activities and technical assistance to all levels of workforce professionals, from NYS and LWDB members to front-line staff, program providers, partners, and stakeholders. Capacity-building activities are delivered through a variety of methods, including participatory and skill-building training, site visits, individualized coaching, monitoring, conferences, and WIOA Interagency partner meetings.

Training needs are assessed through continuous feedback, analysis of data, and the work of the SWIB committees, Interagency workgroups, and best practices in other states and organizations, and include:

- Weekly Statewide virtual learning sessions for staff covering 50+ topics on policy, performance, staff self-care and essential skills on time management, supervision, organization, cultural humility, and plain language;
- The monthly peer learning Workforce Synergy Forum (dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter_term%3A2321);
- 1,655 individualized programmatic and fiscal technical assistance sessions with State-level monitors, program, and data entry staff;
- Data entry and specialized learning academies with 41 trainings in PY 2024;
- 735 offerings of virtual workshops for job seekers and partners on resume development, networking, job search, and counseling; and
- Updated guides, training supplements for diverse programs, appropriate data entry practices, and fact sheets for outreach and collaborations.

B. Promising practices, lessons learned and success stories

1. At-risk and priority populations served

OSY:

NYS continues to build the capacity of local areas to help retain OSY. The NYSDOL Youth Unit continues to host a monthly “Bring Your Own Questions” call to address WIOA Youth program providers’ immediate data entry, policy, program, and practice questions. During these calls providers also get to network and learn from each other’s best practices for recruitment of OSY. In addition, they are collaborating with core partners under the “DreamLink NY” Initiative (the NYSED Office of Special Education and Access (OSEA) and OMH/RFMH), funded by the ETM grant to ensure seamless co-enrollment and service coordination to youth and young adults with disabilities, with a focus on multiply marginalized populations (e.g., foster care, justice-involved individuals, and those with low literacy). NYSDOL was awarded the ETM grant on April 1, 2024 in the amount of \$2.01M and on October 16, 2024, NYSDOL was awarded an additional \$750,741. Since this date, NYSDOL has received three (3) additional incremental funding awards, bringing the total funding received to \$6,820,659.00 for the first two (2) years of this program.

Low-income adults:

To supplement WDS TA #23-01 (dol.ny.gov/system/files/documents/2024/08/ta-23-01-01-20-2023-2.pdf), WIOA Income Guidelines were developed for staff: dol.ny.gov/system/files/documents/2025/06/wioa-income-guidelines.pdf.

Individuals who are basic skills deficient:

Local and State-level staff continue to use a simplified assessment to determine basic skills deficiency, and use rigorous National Reporting System-approved tests as needed: dol.ny.gov/system/files/documents/2024/08/basic-skills-assessment-01-06-2024_1.pdf.

Individuals with limited language proficiency:

Individuals with limited English language proficiency receive language assistance to access Career Center services. Language interpretation services are provided in more than 200 languages, including American Sign Language. Vital NYSDOL documents are also translated into the 16 most commonly spoken languages in NYS. Information on these services is provided in WDS TA #17-02.2: Language Interpretation Services Available at Career Centers: dol.ny.gov/system/files/documents/2022/01/ta-17-02.2-language-interpretation-services-01-31-2022_0.pdf.

Individuals with disabilities:

Under the “DreamLink NY” initiative, funded by the ETM grant mentioned above, NYSDOL has partnered with OMH, NYSED/OSEA, San Diego State University, and the Capital Region, Columbia-Greene, Hempstead-Long Beach, and Monroe LWDBs to serve approximately 800 youth and young adults with disabilities. The grant has a five-year period of performance, in which NYSDOL can receive up to \$9,666,250 in additional incremental funding. DreamLink NY features two (2) key project staff types: (1) Dream Coordinators, who will serve the youth and young adults as well as their families; and (2) Dream Connectors, who will work within workforce systems to recruit participants, as well as with partners and key stakeholders who support and serve the same participants. ISY and OSY participants with two (2) or more barriers will be automatically co-enrolled in the WIOA Youth Program.

On October 21, 2021, NYS Governor Kathy Hochul announced NY SCION to expand the already successful network of Disability Resource Coordinators (DRCs) in 27 of 33 LWDBAs to increase the capacity of their service delivery and better serve individuals with disabilities. NY SCION aims to improve education, training, and employment opportunities and outcomes for youth and adults with disabilities, including those receiving Social Security disability benefits.

On May 10, 2024, OMH signed a partnership MOU with NYSDOL, committing to provide \$1M annually to support NY SCION. This partnership was further formalized in WDS TA #21-06.4: Revised guidance for implementation of the New York Systems Change and Inclusive Opportunities Network (NY SCION) Program (dol.ny.gov/system/files/documents/2025/07/technical-advisory-21-06.4_0.pdf). To date, there are 27 DRCs covering 48 of 62 counties in NYS, including the five (5) boroughs of New York City. As of December 2024, 18,256 customers with disabilities have been served (e.g., career exploration services, job search, resume development) through the Career Center System supported NY SCION; 4,333 customers with disabilities have been served directly by DRCs; and 7,489 customers with disabilities have entered unsubsidized employment. In addition, over 2,000 individuals received benefits advisement in 2024, including but not limited to, Social Security Administration work incentives, Medicaid Buy-In, Supplemental Security Income/Social Security Disability Insurance overpayment resolution, and financial planning. These services helped participants maintain stability while entering or advancing in employment.

All NYS Career Centers are equipped with a range of assistive technology that includes text scanning and reading software for individuals who are blind or low-vision, adaptive computer systems and hardware, and accessible workstations.

Veterans:

Veterans’ services in NYS are delivered through the Career Centers either under priority of service or through JVSG veterans’ program. A maximum total of 97 Disabled Veterans’ Outreach Program Specialists (DVOPs) and Local Veterans Employment Representatives (LVERs), funded through the \$8.878M JVSG, are located in NYS Career Centers. DVOPs only serve those veterans and eligible spouses with employment barriers; transitioning service members; or other populations as defined by the Secretary of Labor. Veterans and eligible spouses ineligible to meet with a DVOP are served on a priority basis by other Career Center staff. The DVOP specialist service delivery model provides early intervention, services tailored to individual customer needs, and expedited referral of those who need additional assistance to services available within the Workforce System. Through a continuous engagement of one-on-one appointments and between appointment contacts, customers receive a comprehensive assessment, an individual employment plan (IEP), and customized job search support by a DVOP specialist. DVOP customers are provided with resume assistance, career guidance, coaching, job leads, and referrals to ensure suitable job placement. During PY 2024, 10,116 veterans were served, with 3,125 of them (31%) served by DVOPs. The DVOP specialists and LVER staff coordinate their services for a thorough and wholistic approach. LVER staff’s primary functions are to advocate for the hiring of veterans and eligible spouses with businesses, as

well as conduct job matching, job referral, job placement, and business outreach on behalf of all covered persons served by their Career Center.

Other individuals with barriers to employment, including:

Justice-involved individuals:

- NYSDOL administers USDOL's Federal Bonding Program (FBP) in NYS to provide fidelity bonding to businesses that hire individuals who meet one (1) of the eight (8) eligibility criteria of the program. Fidelity bonding protects businesses from losses such as theft, larceny, or embezzlement due to employee dishonesty. Businesses receive these fidelity bonds free-of-charge as an incentive to hire applicants with barriers to employment. Bonding coverage begins at a default amount of \$5,000 and increases by increments of \$5,000 to a maximum of \$25,000, depending on the amount of coverage the employer would like to have. Fidelity coverage is free and lasts for six (6) months. In most situations, the coverage can be renewed with the business for an additional six (6) months at no charge. During the period of July 1, 2024-June 30, 2025, NYSDOL issued bonds to seven (7) businesses for a total of \$140,000 in coverage.
- NYSDOL has designated Local Bonding Coordinators (LBCs) in almost every NYSDOL Career Center in NYS. A current list of all LBCs is found on the NYSDOL's Federal Bonding Program webpage. The NYS Bonding Coordinator is responsible for ensuring that all new bonding coordinators receive training, and that the website reflects personnel changes.
- Under the WFS Program, NYSDOL developed a pilot program for implementation, working in conjunction with local Career Centers in pilot locations and DOCCS to promote and increase the employment of formerly incarcerated individuals. Career Centers provide liaisons for the program, known as Reentry Employment Specialists, who assist job seekers in overcoming barriers to employment due to incarceration, as well as matching formerly incarcerated individuals to job openings. RBSTs are working to educate businesses about available hiring incentives and providing job development services. As a result of staff outreach, 6,676 businesses employed eligible candidates, with 14,605 jobs being held by program participants in PY 2024.
- On September 9, 2023, NYSDOL received a \$4.1M PROWD award via a cooperative agreement between the USDOL ETA and the United States Department of Justice's (USDOJ) Bureau of Prisons (BOP). Under PROWD, NYSDOL will serve 400 adults in the care and custody of the USDOJ BOP, as well as after their release. Under this project, NYSDOL has chosen to partner with Roots of Success, a national non-for-profit that provides green energy apprenticeship/pre-apprenticeship training to adults in custody. This first round of PROWD funding has a four (4)-year period of performance funded by the Federal First Step Act. NYSDOL has applied for a second round of PROWD funding funded under WIOA and will have a separate four (4)-year period of performance expected to end in 2029.

Displaced Homemakers:

NYSDOL administers the NYS Displaced Homemaker program, which is funded with \$1.62M in non-federal, State funds. In 2024, NYSDOL issued funding to ten (10) organizations in Albany, Bronx, Brooklyn, Nassau, Oneida, Schenectady, Schoharie, Suffolk, Tompkins, and Westchester counties. Additionally, under WIOA, displaced homemakers are considered DWs. This makes them eligible for all WIOA DW services, including but not limited to, career pathway development and counseling; help applying for jobs with interview preparation, resume, and cover letter writing; job search strategies, readiness, and referrals; career and computer workshops; information about training and educational services; and referrals to supportive services to address needs such as childcare, medical, housing, transportation, and financial literacy. In total, 670 Displaced Homemakers were served during PY 2024.

At Risk and Priority:

The NYSDOL Youth Unit has partnered with OCFS's Division of Juvenile Justice and Opportunity Youth to seamlessly transition their participants into the WIOA Youth Program for intensive employment and

training services upon release. NYSDOL continues to partner with required WIOA agencies to improve the transition for Foster Care, Runaway Homeless Youth, low-income, and those youth with other barriers to employment to create lasting systems-change through collaboration efforts, including via the ETM grant and NY SCION.

C. Strategies/policies pertaining to Pay-for-Performance contracting

NYS does not currently have any pay-for-performance contracts at either the State or local level.